



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**

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[www.mass.gov/e911](http://www.mass.gov/e911)



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**TIMOTHY P. MURRAY**  
*Lieutenant Governor*

**KEVIN M. BURKE**  
*Secretary of Public Safety  
and Security*

**FRANK POZNIAK**  
*Executive Director*

### NOTICE OF PUBLIC HEARING

Pursuant to the provisions of M.G.L. c. 6A, § 18J and M.G.L. c. 30A, the State 911 Department will hold public hearings to afford all interested persons an opportunity to provide oral and written comments regarding the adoption of 560 CMR 4.00: Regulations Governing Enhanced 911 Service for Multi-Line Telephone Systems.

The public hearings will be held on:

April 13, 2009 at 1:00 p.m. at Worcester City Hall, 455 Main Street, 3<sup>rd</sup> Floor, Esther Howland South Chamber, Worcester, Massachusetts 01608;

April 22, 2009 at 10:00 a.m. at One Ashburton Place, 21<sup>st</sup> Floor, Boston, Massachusetts 02108; and

April 27, 2009 at 10:00 a.m. at Springfield Technical Community College, 38 Federal Street, Room 317, Springfield, Massachusetts 01102.

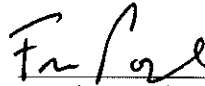
The proposed regulations carry out the provisions of M.G.L. c. 6A, §18J to require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system shall provide the same level of enhanced 911 service that is provided to others in the commonwealth. The proposed regulations require that the operator of a multi-line telephone system provide a sufficiently precise indication of a caller's location so that emergency response services may be dispatched to the specific location of the caller.

The purpose of the public hearings is to afford interested persons an opportunity to provide oral and/or written comment regarding the proposed regulations. Any person who wishes to be heard on this matter will be afforded a reasonable opportunity to present oral and/or written comment at a time and place designated above. Any person who wishes to comment concerning the proposed regulations may file written comments with the State 911 Department, 1380 Bay Street, Building C, Taunton, Massachusetts 02780, ATTN: Michael Kass, General Counsel or by email to [michael.kass@state.ma.us](mailto:michael.kass@state.ma.us). E-mailed comments should provide the sender's name, mailing address, and organization or affiliation, if any. Written comments will be accepted through May 1, 2009 at 5:00 p.m.

Anyone needing sign language interpreter services or another type of communication access must contact Elaine Ginn at (508) 828-2911 (voice), (508) 828-4572 (TTY), or by e-mail to [elaine.ginn@state.ma.us](mailto:elaine.ginn@state.ma.us) no later than March 30, 2009.

Copies of the proposed regulations are available from the State 911 Department, 1380 Bay Street, Building C, Taunton, Massachusetts 02780, ATTN: Michael Kass, General Counsel and are available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

Dated: March 16, 2009

A handwritten signature in black ink, appearing to read "Frank Pozniak", written over a horizontal line.

Frank Pozniak, Executive Director  
State 911 Department